SUPPORT USER/SERVICES - GRADE 6

Generic Position Overview

**Family:** Information Technology

**Branch:** Support/User Services

**Cluster:** ITUS6

**Note:** Employees of Queen's University work in a challenging and diverse environment. Queen's is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

**Generic Position Summary:** Assist with troubleshooting user problems, installing new software, and configuring equipment and applications. Assist with the maintenance of operational systems and organize and supervise computing sites. Train users on use of applications software or hardware. Provide support to local area networks and workstations. Organize, develop, and provide instruction and resources. Maintain and develop Web sites. Provide customer service or sales support. Assist in planning and coordinating production and testing of technical documents both on-line and in print. Give purchasing advice and order/configure equipment as required. Perform other technical or administrative duties in support of the unit or department.

**Primary Duties And Responsibilities:** Provide customer service or sales support. Provide guidance and advice to help users identify needs and choose systems based on requirements, capabilities, price, availability, etc. Order and configure equipment as required. Carry out needs analyses, and prepare draft proposals, info sheets, and promotional materials.

Assist with providing support to local area networks and workstations. This includes troubleshooting of hardware (i.e., servers, workstations and peripherals), software, installation and upgrades. Assist in training support for systems/network users.

Guide users in departments or units on use of various software applications. Assist in organizing and providing computer development instruction.

Develop and maintain resource files and documentation on technical equipment and products. Assist in planning, and coordinate production and testing of a range of technical documents both on-line and in print. Liaise
with other support advisors to get feedback regarding publications.

Assist with administering department or unit's web site. Maintain and develop Web documents.

Participate in the review and assessment of the department/unit's computer needs and make recommendations for their upgrade and maintenance.

Perform administrative support duties as delegated in support of the unit or department i.e., maintaining files, bookkeeping etc.

Assist with troubleshooting hardware/software on existing systems and install or setup new equipment or applications. Maintain systems by performing backups, maintenance, producing reports, and upgrades as required. Organize, maintain, and supervise computing sites. Monitor system activity, add users, and update software. Ensure security and optimal performance of system. Refer more complex problems to senior staff in the area or to Information Technology Services staff.

Perform other technical duties required by the position, including completing computations or calculations for problems or research purposes.

May serve as the departmental computing representative as designated.

Undertake other duties as required in support of the unit or department.

Required Background: Three-year post-secondary program in a related field or a two-year program with several years of experience. Broad knowledge of computer systems. Some positions may require experience in operating systems, LAN administration and a well-developed understanding of networking principles and key protocols. Depending on the position, some experience in business systems, desktop publishing, or web publishing may be required. Specialized training (ie A+ certification) may be required in some positions. Experience in an office/service environment and knowledge of administrative practices and procedures required in some positions. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that *may* be required in the performance of job duties include:

Knowledge of computer hardware/software, networking concepts and operating systems as required by the position.

Ability to explain and instruct in order to run training programs and provide guidance to students, staff, faculty, etc.

Ability to keep up with changing technology and to implement new hardware/software developments where necessary.
Communications and interpersonal skills to interact with a variety of people with various levels of technological sophistication. Client-service approach. Ability to work in groups or as part of a team.

Editing and writing skills.

Ability to prioritize work and adhere to strict deadlines.

Attention to detail and ability to follow formal business practices.

Ability to perform administrative support duties may be required in some positions.

**Decision Making:** Examples of the types of decisions regularly made on the job:

Assess the nature of a request and provide assistance to the user as appropriate.

Determine best way to solve a problem and decide when to refer issue to a supervisor or central services.

Participate in the selection of new hardware/software technologies and aid in the implementation and transition within the unit/department.

Perform routine tests and ask appropriate questions to help troubleshoot hardware or software.

Aid in the creation and implementation of policies concerning the administration of computer resources.

**Supervisory Responsibilities:** NONE

_Last update: December, 1999_